

# Customer Service Information Specialist 1– Medicaid Fraud Division

## **Description:**

Maintains division's Medicaid fraud hotline, provides technical information and advice to callers, disseminates complaints to Investigations Unit, and resolves complex inquiries where appropriate. Utilizes manual and electronic sources to access and provide information both to the public and to internal units.

## **Responsibilities:**

- Promptly and courteously answers Medicaid Fraud Division hotline and disseminates complaints to Investigations Unit staff.
- Notifies supervisor of repetitive problematic issues where a possible pattern may exist.
- Provides assistance in obtaining needed information or services from other departmental units.
- Processes and records complaint information necessary to transact division business.
- Verifies information provided by inquiries received through hotline.
- Conducts information searches in manual and electronic file systems to verify information submitted through hotline.
- Compiles information for activity reports.

## **Requirements:**

- Three (3) years of experience in disseminating, verifying and providing information to the public.

Interested candidates should submit a cover letter, resume, and references to:

Niki A. Trunk  
Deputy Chief of Staff  
Office of the State Comptroller  
P.O. Box 024  
Trenton, NJ 08625

Email: [comptrollerstaff@osc.state.nj.us](mailto:comptrollerstaff@osc.state.nj.us)

**Please note:** Effective September 1, 2011, all candidates for employment with the State of New Jersey must either be a current resident of New Jersey or become a permanent resident of New Jersey within one year of the date the employee begins employment with the State of New Jersey. N.J.S.A. 52:14-7.